Online Meetings
User Guide

Planning, Hosting, and Attending Web Meetings
Version 8.0

Welcome…

Welcome to eBLVD® Online Meetings.

eBLVD Online Meetings is a reliable, inexpensive cloud-based service that allows you to host virtual meetings from anywhere in the world to anywhere in the world with up to 100 people at a time. The incredibly easy-to-use tools will take your meetings way beyond simple desktop sharing and dull slide presentations.

Your eBLVD Online Meetings become engaging and interactive…filled with real-time collaboration with your colleagues, customers and prospects.

1. Share with your audience any application from your desktop.

2. Your audience can attend from a computer, tablet, Smartphone, or even a Smart TV!

3. Add integrated audio teleconferencing at no additional charge with your PC or telephone.

4. Pass control of your virtual meeting to any of your remote participants.

5. Instantly exchange thoughts and ideas with others using text chat, VoIP or file transfer.

6. Record your entire virtual meeting for later playback or review.

7. Meet online as often as you want for as long as you'd like.

8. Your customized and "branded" online meeting room will always be available, always be ready, and will always be yours.

Setting up your PC to host eBLVD Online Meetings is quick and easy; you can be ready for your first virtual meeting in less than a

minute. If needed, free 24/7/365 live support is always just a phone call or email away. You can start immediately or invite participants to future virtual meetings by email or instant message with a clickable electronic invitation.

For your guests, there's nothing to install and never any fees. Using their own web browser they're just a mouse-click away from your eBLVD Online Meeting. With the rich, high definition color, participants see everything on their screens exactly as you see it.

Let's Get Started

eBLVD Online Meetings provides you with a personal online meeting space in which up to 100 people can collaborate via the web in real time. In your meeting space, you and other participants can share your computer screen, use text chat and teleconferencing, record live video, and exchange handouts and other files.

The Basics:

When you create an eBLVD account, you are provided with a single co-branded URL for you and your participants to go for all your meetings. You will share your meeting URL with others so that they can attend meetings in your meeting space. For example, you can send the URL in a social network post, e-mail invitation, or instant message, or simply tell them the URL over the phone.

Participants join a meeting by clicking on the meeting URL link or by typing the URL into the address field of a web browser. The audio portion of the meeting is conducted by either a toll or toll-free number, which will also be provided. Participants cannot enter the meeting space unless the host is present and has started the meeting.

As a participant, your capabilities in a meeting depend on your permissions, which are assigned by the host. All attendees can view a shared computer screen, use the teleconferencing service, receive meeting handouts, and text-chat with the host and other attendees.

You can start your first online meeting in 3 basic steps:

1. Create an account. To start a meeting, you need your own eBLVD account. You can create an account by visiting eBLVD.com or by clicking the link that somebody in your organization may have provided you.

2. Set up your host. Prior to your first meeting you will need to download the Meeting Manager Applet onto your PC. This applet will provide the functionality that you need to manage your participants. The link to download the applet will be provided the first time you use the system.

3. Invite participants. Once you've set up your host applet, you can invite someone to a meeting on the spot, or at a specific time, by simply providing your meeting URL. Alternatively, use the shortcut URL available for any meeting: http://eBLVD.me. If you want to use advanced features such as recurring meetings, toll-free conferencing, or meeting handouts, you can use your web account to do so.

Phone Conferencing:

To make it easy for participants to listen to the meeting via telephone, the Presenter can display conference call information to Participants in advance, or as they join the meeting. An eBLVD conference number and access code is provided with every meeting (regular long-distance rates apply).

TOUCH-TONE CONTROLS	
✱ 0	Exit the Conference
✱ 1	Enter a 1-on-1 Private Chat
✱ 2	Get Your Caller Coder for Private Chat
✱ 3	Toggle On/Off Music on Hold
✱ 4	Access the Help Menu
✱ 5	Toggle Locking/Unlocking the Conference
✱ 6	Toggle Self-Mute/Unmute
✱ 7	Toggle Room Muting Mode (Conversation/Q&A/Presentation)
✱ 8	Toggle Entry/Exit Chimes (On/On, On/Off, Off/On, Off/Off)
✱ 9	Toggle Pause/Resume Recording
✱ #	Hear the Number of Parties in the Conference

5, 7, 8, 9 are Organizer Conference Controls

Online Meetings Center

The Online Meetings Center page is the place on the web that you go to view your pending and previous meetings, create scheduled and ad-hoc meetings, cancel or change a meeting, configure your Meeting Preferences, and otherwise manage your eBLVD account.

To access your Online Meetings Center page, simply open your web browser and type "http://www.eBLVD.com" in the address bar. Next, enter your eBLVD Username and Password.

Your Online Meetings Center page will appear in a format such as this:

1 - New Meeting Buttons
2 - Time Zone Selector
3 - Meeting List Selector
4 - Master Meeting Calendar
5 - Toolbox

Account preferences

Account preferences are settings that control the visual and functional aspects of the service. The Account preferences are managed in the My Account, Account Preference menu. The options are:
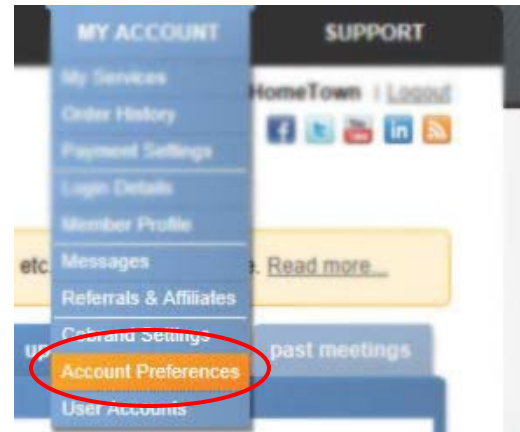
- **Configure co-brand settings**: This is where you configure settings to make all Participant and Presenter pages on eBLVD look like your own web site. You can upload your own logo, and change the color of the tabs, buttons, text, and background. You can also add your own phone number, footer link text, and footer URL address.

- **Default home page**: Here, you set the default page you will be taken to after logging in to your account.

- **Default presenter name and email address:** Here, you will set the default presenter name and email address that will be used when creating new meetings. On multi-user corporate accounts, each presenter should have their own sign in.

- **Default teleconference setting:** This is how you set the default teleconference setting, and if using your own service, the teleconference number and PIN/Access Code.

ⓘ Note: This step is optional, and only needs to be done initially, and any time your needs change.
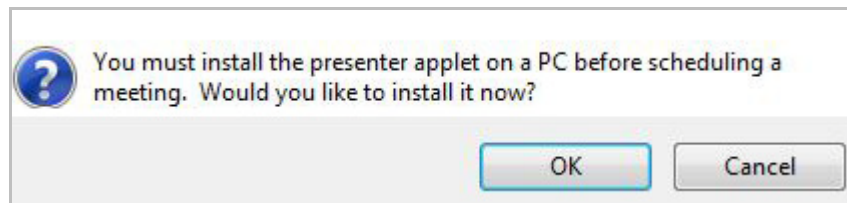
Installing the Meeting Manager applet

The Meeting Manager applet provides the functionality that you need to manage your participants.

The link to download the applet will be provided the first time you sign in to the system.

You can also direct your web browser to the following URL to download the Meeting Manager applet: https://www.eBLVD.com/setup.


Note: This step is required, and needs to be done <u>once,</u> prior to your first meeting.
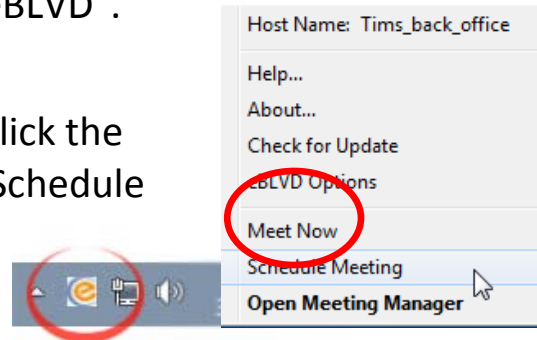
Ad-hoc meetings (Meet Now)

Ad-hoc meetings are meetings that a Presenter starts without first scheduling them in advance. This is an ideal feature for last-minute and on-the-fly meetings that need to occur without prior notice. Presenters can schedule Ad-hoc meetings from the eBLVD web site, the Windows Start Menu, or the eBLVD system tray icon.

Using the eBLVD web site: Open your web browser and type "http://www.eBLVD.com" in the Address Bar. Next, click the "Meet Now" button.
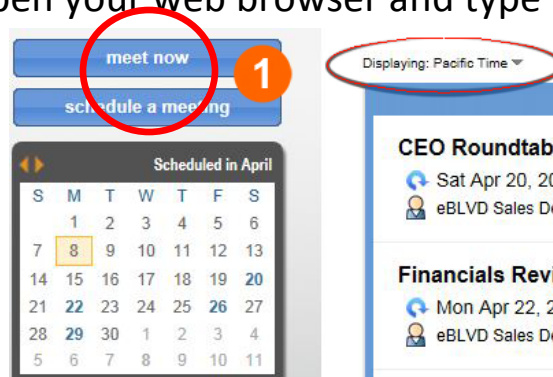
Using the Windows Start Menu: From your Windows desktop, click the Start button, select "All Programs" menu. From the menu, click eBLVD, then "Login to eBLVD".

Using the System tray icon: Right-click the eBLVD system tray icon and select Schedule Meeting.

From the Home page , enter your Username and Password. This should take you to your Online Meetings Center page. Here, you will click the "Meet Now" button to enter the default information from your meeting preferences to start an ad-hoc meeting.

Once the meeting is created:

1) <u>Meeting ID</u>. Please note the generated "Meeting ID". This ID is required for your participants to attend your meeting. You can provide the Meeting ID via phone, email, instant message, etc. Ask your participants to enter the Meeting ID at http://eBLVD.me or http://meetings.eBLVD.com.

- <u>Copy Instructions to Clipboard</u> - Choose this if you want to "paste" the invitation details into a messaging application.

- <u>Email Participant Instructions</u> - If you would like eBLVD to compose your meeting invitation message, click this button.

2) <u>Open Meeting Manager</u> - Click this button to open your Meeting Manager to begin and end your presentation.

3) <u>Done with meeting</u> - Click at the end of your meeting.

Scheduling a pre-planned meeting

Presenters can schedule pre-planned meetings from the eBLVD web site, the Windows Start Menu, or the eBLVD system tray icon.

Using the eBLVD web site: Open your web browser and type "http://www.eBLVD.com" in the Address Bar. Sign in, then click the "Schedule a Meeting" button.
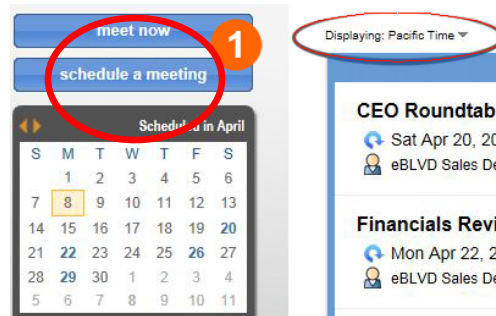
Using the Windows Start Menu: From your Windows desktop, click the Start button, select "All Programs" menu. From the menu, click eBLVD, then "Login to eBLVD".

Using the system tray icon: Right-click the eBLVD system tray icon and select Schedule Meeting.
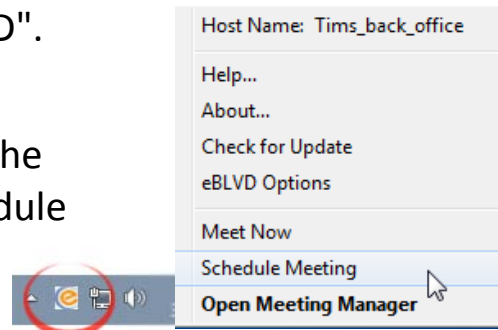
On the Home page, click "Sign In", then enter your Username and Password. This should take you to your Online Meetings Center page. Here, you will click the "Schedule a Meeting" button to enter your meeting details.

Once on the Schedule a Meeting page, enter:

1) <u>Name the Meeting</u> – this is the name of the meeting.

- <u>Presenter</u> - Select the Presenter Profile for this meeting (normally "you")

- <u>Conference call information</u> – this is the information attendees will use to conference into the meeting, you can choose to use the assigned conference call number; assigned toll-free conference number (fees will apply); or provide your own.

2) <u>Date and Time</u> - Meeting start and end time.

- <u>Time Zone</u> - Select your Time Zone to ensure Participants across time zones arrive at the proper time.

- <u>Duration</u> - Enter the number of minutes of your meeting. Once the Start Time and Duration have elapsed, your meeting ID is no longer valid for Participants.

- <u>Occurrence</u> - Choose either "One Time" or "Recurring". Recurring Meetings are automatically scheduled out for you based on your selected frequency and reduces repetitive scheduling.

3) <u>Registration</u> - Click the box to "Require". Registration allows you to collect additional info about participants and control attendance.

- <u>Optional Meeting Key</u> - You can add an optional Meeting Key that restricts acceptance into the meeting unless this code is matched to the Meeting ID.

- <u>Portal Page</u> - Choose Private or Public. Public meetings are displayed on your Meetings Portal page. Private meetings are not.

- <u>Brief Agenda</u> - here you can enter Meeting Notes or Agenda.

Schedule a Meeting

1 Name the Meeting

Meeting Name:	Jean Luis Franco's Meeting
Presenter:	Jean Luis Franco
Teleconference:	Not Used
	☑ The meeting will be on this PC

2 Schedule the Time

Date and Time:	4/9/2013 2:55 PM Pacific Time (US & Canada)
Duration:	1 ▼ hour 0 ▼ minutes
Occurrence:	One Time

3 Additional Options

Registration:	☐ Require Registration
Optional Meeting Key:	
Display on Portal Page:	Private - Do not display
Brief Agenda:	

4 Send Invitations

To invite participants to this meeting, direct them to:

1. Go to: www.eblvd.me
2. Enter Meeting ID: 500067

* This meeting ID will not be active until you click "Schedule Meeting" below.

🔗 copy instructions to clipboard

✉ email participant instructions

Overview of hosting a meeting

Your eBLVD account provides you with a personal meeting space that you can sign in to any time you want to collaborate with someone online. The eBLVD meeting space contains the main display area, of which any application (PowerPoint, Web app, etc.) is broadcast to your Participants, and the Meeting Manager - controls that are available and seen only by the Presenter.

The meeting space becomes available to others only if you (the Presenter, or host) are sitting at your PC, provide the meeting URL and ID to a Participant, and either click "Share Desktop" or accept late-comer's requests to enter.

Late-comers (those that request to attend after the meeting has started) are queued in the "Waiting Room", and you can choose to accept them in when convenient, or not. To allow later-comers in, simply click the "Waiting" button, then "grant" them permission to attend.

 Note: eBLVD also comes with an integrated conference call service at no extra cost to you. The Presenter and all participants dial a toll-based number that is assigned when each meeting is created. Participants are then charged their standard long-distance rate for calling this toll-based number, just as if they made a regular long-distance call. You may decide to use this service, upgrade to our toll-free service, or choose another method of bringing audio to your online meetings.

Desktop Sharing Panel
Start, Pause, and Stop the sharing of your desktop with connected participants

Participants Panel
Displays everyone present in the meeting
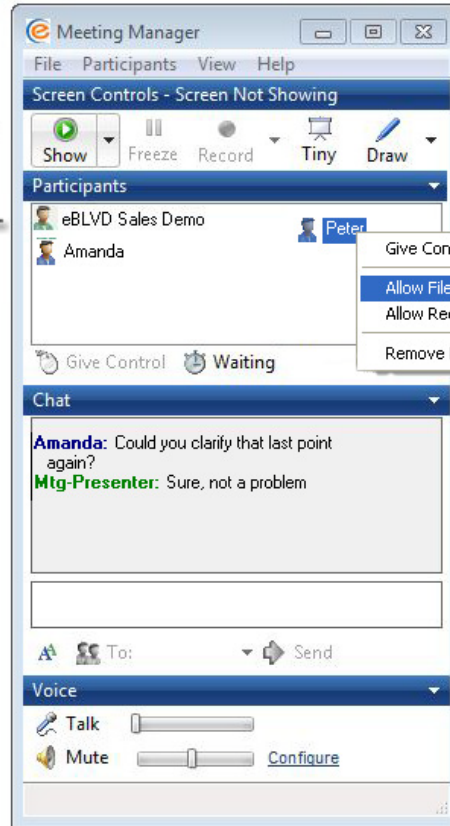
Participant Right-Click Menu
Assign participant-specific meeting permissions

Chat Panel
Displays messages sent between you and your participants. Messages may be sent to all participants simultaneously or just a single participant.

the Participants Panel

The Participants Panel displays the name and permissions of each attendee. This panel allows the host to change a participant's permissions and monitor connection status.
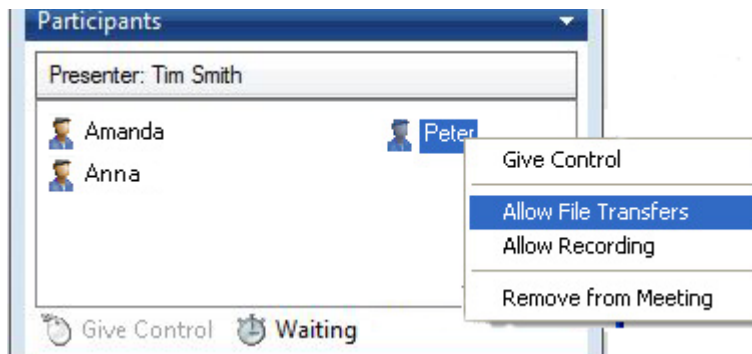
From the Participant List Panel, you can quickly see who is logged in to a meeting. You can view everyone's name and one or more icons that denote permission status. The Presenter is listed at the top, followed by participants.

the Screen Sharing Controls

The Sharing Controls panel manages when and how the content from the Presenter's computer (including windows, applications, monitors, or the entire desktop) broadcasts to the Participant's web browser.
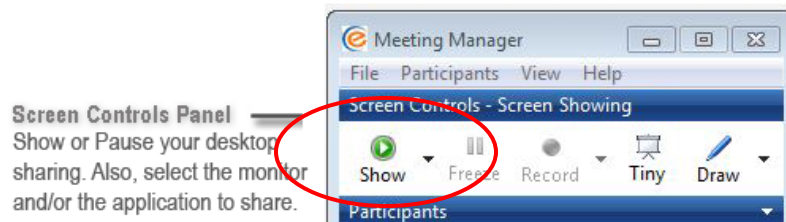
As a host or presenter, you can use the Sharing Controls to share an open application or applications, or your entire desktop. A visual representation of your screen appears in your participants' Meeting Viewer, and participants can watch your screen update as you use your keyboard and mouse. You can also pause or stop the broadcast at any time.

While stopped or inactive, the participant's can only view the customizable Welcome Screen. While paused, the Share Panel displays a snapshot of the last screen broadcast.

the Recording Controls

The Recording Controls allow the Presenter to start, pause, or stop the recording of live video and audio to a designated file.
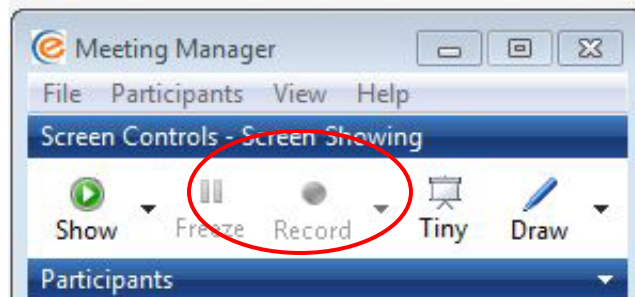
eBLVD creates one recording file per meeting. If you pause and restart a recording during the course of a meeting, each recorded segment will be appended to the recorded file in progress for that meeting.

To start recording:

- Click the Record Session button on the Meeting Manager.
- Name the file
- Designate the location where you want to save your recording
- Click the "Save" button.

To stop recording:

CONTACT US   care@eBLVD.com | 877.438.3258   2012-2013 ENC Technology Corp.

- When you are done recording, click the "Stop Recording" button on the toolbar

To replay a meeting recorded in the Windows Media format:

- If you haven't already, end the meeting that you are recording
- Make sure you have video playback software such as Windows Media Player, Real Player, or equivalent installed on your PC.
- eBLVD will save your file with the name and location that you specified.
- Click the file name to start the replay.
- Press Alt and Enter on your keyboard at the same time to maximize the Viewer for best replay quality.

ⓘ Note: For optimum recording performance and in-session experience, it is recommended that you select a location on your local hard drive.

ⓘ Note: You cannot change the Save location setting once you have started to record a meeting. If you do not specify a destination location, the default is My Documents.

ⓘ Note: The lower you set your monitor resolution, the better the quality of the meeting recording. A resolution of 1024 x 768 is optimal for acceptable recording quality.

the Chat Panel

The Chat Panel allows the Presenter to send chat messages to Participants, and to view messages sent by Participants directed to the host or Everyone.
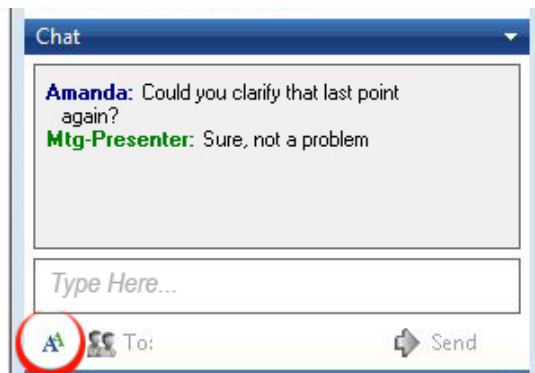
When you receive a text message, your Chat Panel shows the sender's name and the message.

While you are in a meeting, all the messages you send and receive remain in your Chat Panel. When the Presenter ends a meeting, the Chat Panel text can be cleared or saved.

To clear the chat text, select "Clear History" from the File Menu of Meeting Manager.

To preserve the chat history, select "Save Chat History" or "Save Chat History As..." from the File Menu of Meeting Manager.

the Voice Panel

The Voice Panel allows the Presenter to send audio from his PC microphone to other attendees using VOIP.
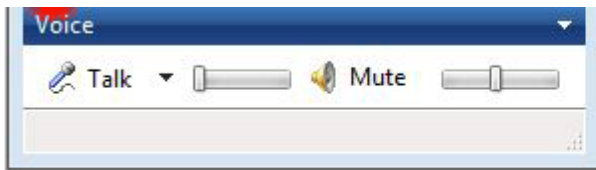
The Presenter may choose to enable Voice Chat for a meeting. This can be done by right-clicking on a participant's name and selecting "Attendee can Talk using VoIP".

The volume slider controls are to the right of the Talk and Mute buttons/icons. To take control of the microphone, the host or a participant will click the "Talk" button/icon. When they are finished speaking, they will release the talk button so that somebody else can talk. Only the host or one Participant may "talk" with the microphone at one time.

To control the speaking volume settings using the Voice Panel, move the "Talk" slider bar left or right to adjust. To adjust the speaker volume settings, slide the horizontal slider bar to the right of the "Mute" icon. Clicking the Mute icon will temporarily disable the volume coming to your speaker.
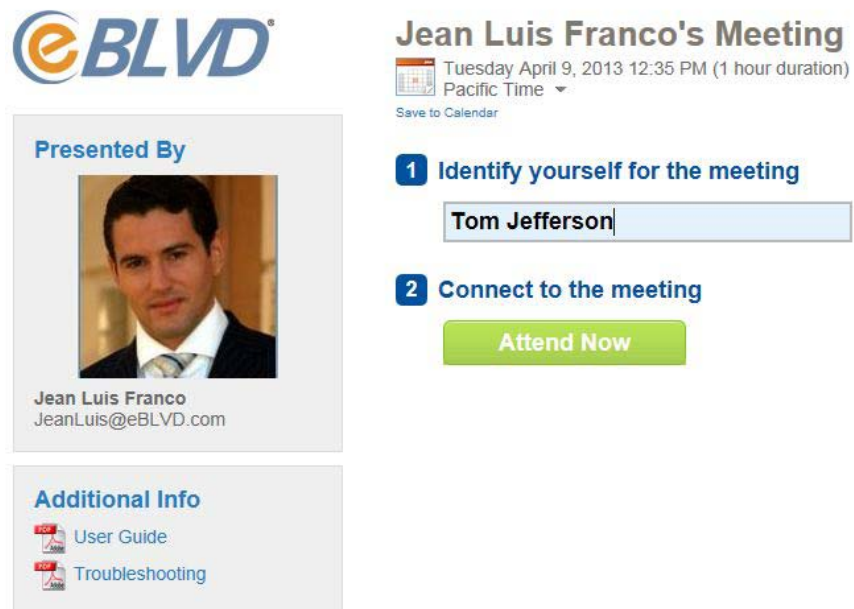
You may need to change the default audio settings on your computer if you have multiple microphones or speakers and would like to override the default setting. To do this, click the [Down-arrow] Configure tool.

i Note: It is highly recommended that you use a headset or any microphone that minimized echo and background noise.

Attending a meeting

To enter a meeting as a participant, all you need is the host's meeting URL and ID. The host may send this URL in an e-mail invitation or instant message, or you may have book-marked it from a previous meeting. The meeting URL takes the form of http://meetings.eBLVD.com/[PresenterID], where [PresenterID] is the login ID of the Presenter.

From the login screen, you can enter the meeting as a guest by typing the name you want displayed to the host and other meeting participants. The host receives your request to enter the meeting and can accept or decline it.

ⓘ Note: If the host has not yet started the meeting, you are asked to wait. While waiting, you can dial into the teleconference as described on the waiting room page. After the host has started the meeting , your browser displays the meeting space.

Viewing the Meeting Space

Viewing the Presenter's screen

 To view the presenter's screen, click the "Attend Meeting" button and enter your name when prompted.

Controlling the Presenter's PC

To control the presenter's PC, you must first be granted the "Give Control" permission from the Presenter. The Presenter selects your name from the Participant Panel, then clicks "Grant Control" button. You can now operate the Presenter's PC as if you were sitting in front of it.

Transferring Files to/from the Presenter's PC

To transfer a file to/from the presenter's PC, you must first be granted that "permission" from the Presenter. The Presenter right-clicks your name from the Participant Panel, then clicks "Allow File Transfers" menu option. You can now transfer files.

Recording the Presentation

To record a Presentation, you must first be granted that "permission" from the Presenter. The Presenter right-clicks your name from the Participant Panel, then clicks "Allow Recording" menu option. You can now transfer files.

the Participant toolbar

Depending on computing platform, participants may have some built-in tools, and Presenters may grant Participants additional options while connected to a meeting. Once you have connected to the Meeting Space, the eBLVD Meeting Viewer toolbar is displayed.
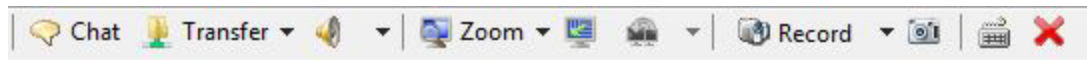
Real-time Chat - You can send and receive chat messages to and from a customer. Chat is useful if you want to communicate with a customer without using a telephone. For example, if a customer's call would result in long-distance charges, you can use chat to help the customer save money. Either you or a customer can initiate a chat session.

To send chat messages:

1. On the Meeting Viewer toolbar, click the Chat icon.
2. The Chat panel appears. In the Send to drop-down list, select the name of the person to whom you want to send a chat message. If you want to send a message to all participants in the session, select All.
3. Type a message in the box.
4. Click Send. The recipient that you selected receives the chat message in his or her Chat panel.
5. Any messages that a customer or another support representative sends appear in your Chat panel.

Transfer - During a support session, you can transfer a file or files to or from your Presenter's computer. For example, you can deliver handouts to a Participant's PC, or the Participant can pass their own files into the Meeting.

Clipboard Transfer - You can copy text or graphics FROM the Presenter's PC, TO your PC (or vice-versa): To copy text or graphics FROM the Presenter's PC, to your PC:

1. On the Presenter's PC, right-click on the text and/or graphics to be copied to the Participant, and select Copy (placing the text and/or graphics in the clipboard).

2. You may now paste the copied text/graphics onto the local or remote PC.

To copy text or graphics FROM your PC to the Presenter's PC:

1. On your PC, right-click on the text and/or graphics to be copied to the customer, and select Copy (placing the text and/or graphics in the clipboard).

2. You may now paste the copied text/graphics onto the local or remote PC.

Screen Zoom - You can 'scale' or 'zoom' the Meeting screen size once you have connected. To use Screen Zoom:

1. Click the Zoom button on the Meeting Viewer toolbar

2. You can also"Grab" any corner of the Applet screen and size to the desired height and width.

3. To resume back to normal size (the size based on the host's screen resolution), click/toggle the Zoom button.

Screen Recording-You can start recording a meeting once you have connected to the Meeting Space and have obtained permission from the Presenter. To start recording:

1. Click the Record Session button on the Meeting Presenter Console Applet toolbar

2. Name the file and designate the location for the recorded file to be saved

3. Click the "Save" button

4. When you are done recording, simply click the "Stop Recording" button on the Meeting Presenter Console Applet toolbar, or close the Meeting Presenter Console Applet.

Screen Capture - You can capture meeting graphics once you have connected to the Meeting Space and have obtained permission from the Presenter. To start capturing:

1. Click the Screen Capture button on the Meeting Presenter Console Applet toolbar

2. Name the file and designate the location for the screen capture graphic file to be saved

3. Click the "Save" button

Chat with other participants

Participants have their own "Meeting Tools" that allow them to use the Chat Panel to send a message to the Presenter, just one Participant, or to all participants. Be sure to select the message recipient before sending the message.

Your Meeting Tools Chat Panel may already be open by the Presenter. If not, click the tool bar icon at the top of your screen. At the bottom of the Chat Panel, click the down-arrow button and select a recipient:

- Select Everyone to send a message to all participants.
- Select the presenter to send a message only to the presenter.
- Select the name of an participant to send a private message to just one person.

Click in the small box above the recipient and type your message. To send the message, do one of the following: Type your message, then click Send. The message appears in the top portion of each recipient's Chat Panel.

Ending a meeting

To end a meeting as a Presenter

As a host, you can end a meeting by selecting the File, "End Meeting" option in Meeting Manager; or by right-clicking on any Participant and selecting "Remove Attendees". You can also expel a single participant by right-clicking on a Participant and selecting "Remove from Meeting".
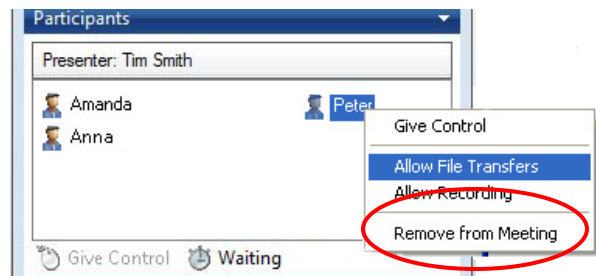
To preserve the chat history, the Presenter can save the contents of the Chat Box dialog to a text file on the Presenter's PC.

To end a meeting as a Participant

As a Participant, you can end a meeting by simply closing the Meeting Viewer window, or selecting the Exit button on the Viewer tool-bar.

Pre-meeting Registration

You can create a customizable registration form from a saved or new template prior to your meeting to help manage your attendees and meeting schedule. After creating or editing a saved template, select "Yes" to require registration prior to any scheduled meeting.

Direct prospects to register for your meeting or meetings at http://register.eBLVD.com/[PresenterID], where [PresenterID] is the username of the meeting host/presenter. Here, potential attendees can answer the questions from your pre-registration template. These answers can be used for qualifying or follow-up purposes.

Subsequently, you can "Approve" or "Deny" entrance to your meetings requiring registration from the Meetings Detail page.

FAQ and troubleshooting

How do I get started?

Get started with our Free Trial or review your purchase options and Buy Now. You'll be walked through the setup process at the conclusion of your sign up. eBLVD will be installed on your desktop, in your All Programs menu, as well as your system tray. It takes just a minute to set up and requires no training. See below on how to schedule an eBLVD meeting.

How do I schedule an ad-hoc meeting?

If you're having an instant, ad-hoc meeting, right-click the eBLVD icon in your system tray and choose "Meet Now" when the menu appears. For ease-of-use, you can save your password so that you don't have to authenticate each time you use this method.

- or -

Sign in to your account at eBLVD.com and click the "Meet Now" button.

You can invite your Ad-hoc meeting attendees by email, telephone, or instant message.

You can send a customizable email invitation to your attendees by clicking the "Send Email" link. If you're on the phone with your client or associate, simply direct them to your always available, always customizable "meeting room" located at http://meetings.eBLVD.com/[PresenterID], and read them your ad-hoc meeting code. Or copy and paste the meeting location to any Social Networking or Instant Messenger service.

How do I schedule a future meeting?

When scheduling a future meeting, you'll use the "Schedule a Meeting" function -- which lets you specify several options for your meeting. These options include meeting date and time, pre-registration, and teleconference options.

To schedule a future meeting, right-click the eBLVD icon in the system tray and choose "Schedule Meeting" when the menu appears.

- or -

Open a web browser to sign in to your account at eBLVD.com and click the "Schedule Meeting" button.

Specify a meeting name or topic, enter the meeting date, start time and duration, select teleconference and pre-registration options, and indicate whether the meeting will recur.

You can also add additional details to your meeting invitations such as presenter PC and contact info, private access code for your meeting, whether to make the meeting 'public' or 'private', and the agenda to follow.

Once you've scheduled your meeting, you can choose one of three methods to invite your attendees.

You can invite your attendees by email, telephone, or instant message.

To invite attendees by email invitation, click the "Send Emails" link. You can enter multiple, comma separated addresses -- or use your eBLVD Address Book for regular attendees.

You can also customize the message in the invitation, as well as safe the message as a default for future meetings. If you'd like to send yourself a copy of the invite - simply check the "Send me a copy" checkbox.

A unique "Meeting ID" is created for each meeting. This ID is entered by your attendees in your customizable meeting room located at http://meetings.eBLVD.com/[PresenterID].

Once scheduled, you can save your meeting info in most calendar applications -- including Outlook, Lotus Notes, Google, Yahoo or Facebook.

How do I start an eBLVD meeting?

Regardless of whether you are conducting an ad-hoc or a previously scheduled meeting, starting your eBLVD meeting is always the same.

To start your meeting, you will need to invoke the "Meeting Manager" applet. This applet controls and manages the meeting and participant functions; as well as advanced options such as live annotation, file transfers, VOIP, and meeting recording.

You can invoke your Meeting Manager in one of two ways. The easiest and quickest way is to right-click the eBLVD icon in the system tray and choose "Open Meeting Manager" when the menu appears. Alternatively, you can sign in to your account at eBLVD.com, select your meeting, then click the "Open Meeting Manager" button.

If you've set up a teleconference, you will join the call by dialing the phone number and access code. A teleconference connects multiple parties together at the same time, and provides the audio portion of your meeting.

How do I invite attendees to my meeting?

Once you've scheduled your meeting, you can choose one of three methods to invite your attendees.

You can invite your attendees by email, telephone, or instant message.

To invite attendees by email invitation, click the "Send Emails" link. You can enter multiple, comma separated addresses -- or use your eBLVD Address Book for regular attendees.

You can also customize the message in the invitation, as well as save the message as a default for future meetings. If you'd like to send yourself a copy of the invite - simply check the "Send me a copy" checkbox.

How do I end (disconnect participants from) my meeting?

When you have finished the meeting, simply hang up the telephone and re-invoke the Meeting Manager on your PC.

Clicking the Stop button will stop the remote broadcast of your screen. Once your remote attendees close their browser windows, they will drop off of the Participant List.

You can also force the participant browsers to close by choosing the "End Meeting" option from the File Menu.

Where do I get more answers to my questions?

See our complete FAQ page at:
http://www.eBLVD.com/faq.aspx?category=1

Tips for success

Prior to starting your meeting:

1. Turn off any instant-messaging applications, notification software or other programs that may interrupt or distract from the meeting.

2. Set the desktop display to a neutral background and adjust display settings to a mid-range resolution (i.e., 1024x768) to improve the display for participants with lesser settings. This is also the optimal setting for recording a meeting.

3. Clean up your desktop before a meeting. Eliminate wallpaper and icons that may distract your participants.

4. Have the documents you wish to share ready to be accessed.

5. Run a trial meeting with an associate to anticipate questions and to familiarize yourself with the format of your online presentation.

Managing your meeting:

1. Arrive a few minutes early to greet your participants as they arrive and start the meeting on time. It also helps to have a welcome presentation announcing the meeting and teleconference details.

2. Create a welcome screen and save it via the Presentation Controls Panel of your Meeting Manager to greet your attendees as they arrive at the meeting.

3. Encourage participation by using open questions such as "How does this apply...?" or "What do you think about...?".

4. End the meeting clearly. Make sure all the participants know that the meeting is formally over and stay on the line to address any last questions.

Managing the Conference Call:

1. Call in to the meeting from a location where there is little background noise.

2. Consider globally muting participants at the start of the meeting to avoid noise issues. Turn off system prompts and sounds for when attendees join or leave a meeting. Read the Voice Conferencing section of the help files to familiarize yourself with the conference call features.

3. Avoid using cellular and cordless phones because of static and use the phone handset or a headset instead of speakerphones because of background noise, tunnel effect and sentence clipping.

4. Turn off your call waiting. The beep of a new call on another line is heard by everyone on the teleconference.

5. Avoid putting your phone on hold during a teleconference. Your hold music will play into the conference call, and make it impossible for the other attendees to continue the meeting.

Product features

1. **Unlimited use for up to 100 participants:** Easy-to-use screen sharing, chat, and audio conferencing. Personalized, easy-to-remember URL for instant meeting access.

2. **Absolutely no device or platform restrictions for your participants:** Your participants can attend your meeting from their computers, tablets, smart phones, or even smart TVs!

3. **Intuitive User Interface:** Easy-to-learn web interface enable you and your participants to start meeting online in seconds without training. Your sales staff will spend more time presenting to customers and less time working through technical obstacles.

4. **Always-on meetings:** Your eBLVD meeting space is easy to access at any time through your personal, co-branded meeting URL. Invite people by sending your Meeting URL, such as http://meetings.eBLVD.com/[PresenterID].

5. **Full desktop sharing:** Share your full screen to present, discuss and review documents in real-time. Select any monitor for multi-monitor systems.

6. **Full application sharing**: Alternatively, choose which application(s) to share, and toggle each on and off on-demand.

7. **Presentation markup tool:** Allows the presenter and any permitted participant to "mark up" the shared presentation for emphasis, training or discussion purposes.

8. **Full-Featured meeting registration system:** Provides a customized portal to pre-register potential meeting or webinar attendees 24/7/365.

9. **Participant management:** Hosts can view who is in the meeting space in addition to each participant's permissions (keyboard/mouse control, file transfer, voice cha, recording) and status (whether the participant is connected).

10. **Start Meeting feature**: Use the convenient Start Meeting feature to start an ad hoc meeting and invite participants from your desktop, web browser or email application.

11. **Transparent Meeting Manager panels:** Allows presenters to keep either their Meeting Manager panels or the STOP/START controls open on their screen while screen sharing and chatting.

12. **Remote access and control:** Any participant that is granted the privilege can securely take over the presentation in real time.

13. **True 24-bit color**: Share presentations, graphics, pictures and PC applications with all customers in true 24-bit HD color.

14. **Desktop session recording and playback**: Allows Meeting Presenters and Participants to record and play back both the visual and audio components of a meeting for training or to produce a "canned presentation".

15. **Chat window**: Chat online with your participants during a meeting.

16. **File transfer**: Transfer any type of file to and from a participant's computer.

17. **Surveys:** Customized surveys can automatically be presented to your attendees to provide feedback and analysis.

18. **Meeting Handouts:** Make documents, slides, videos, etc. accessible to participants prior, during, or after a meeting.

19. **Co-branding:** Display your custom logo, colors, buttons, tabs, and contact info to be consistent with your website.

20. **Integration**: Easily initiate eBLVD Meetings through various email and web-based applications.

21. **Reporting and activity Logs**: Get detailed reports on participant activity for trend analysis and ROI validation.

22. **Flexible licensing**: Purchase only the licenses you need today and add additional licenses real-time as you need them.

23. **Integrated Teleconferencing** bridges the meeting's audio portion via phone for free. Add our toll-free service to make it even easier.

24. **Corporate Presenter Management** provides management and customization of multiple presenters, usage reporting, and bulk licensing

Security

eBLVD Online Meetings® addresses your security concerns:

- There is no need to open any extra ports on your corporate or personal firewall, as all communication between the Meeting Presenter and the Participant's PC make use of standard web protocols (HTTP and HTTPS). This design allows your firewall to continue protecting your system without compromising your security.

- An encrypted end-to-end connection is established between Meeting Presenter and participant(s), using established Internet protocols (128-bit SSL).

- Presenters and Participants (optionally) are authenticated using strong passwords and unique Meeting IDs.

- Meetings are initiated by the host: a Meeting Participant cannot examine a host/presenter's PC without being re-invited to do so by the host/presenter.

- Once the meeting session has ended, all access rights to access the host's PC are removed.

- The Meeting Presenter management model makes it possible to limit specific functions to certain Meeting Participants. For example, the Presenter can determine which Participants can record or pass files during a meeting.

- Session connection data is recorded to provide an audit trail of all Meeting Participant's connection information.

System requirements

There are some minimum system requirements for the Meeting Presenter and the Participant PCs, which are as follows:

Meeting Presenter PC

- Microsoft Windows 95, 98, ME, 2000, XP, Server 2003, Server 2008, Vista, or Windows 7.
- A working Internet connection (minimum recommended speed 56Kbits/sec.)
- Internet Explorer 5.5 or later, with support for 128-bit encryption. Mozilla-based browsers that are compatible include Firefox 1.5 or later, and Mozilla 1.7 or later.
- For Outlook Integration: Microsoft® Outlook® 2000 or later
- For Lotus Notes® Integration: IBM® Lotus Notes® Version 6.5 or later

Participant (remote) PC

- A computer, laptop, mobile phone, or Smart TV with an HTML5 capable web browser. HTML5 is the latest standard for cross-platform HTML, and is supported by all the major desktop and mobile web browsers (Chrome, Firefox, Internet Explorer 9+, Safari, Opera).
- A working Internet connection (minimum recommended speed 56Kbits/sec).
- A PC video player such as Media Player, Real Player, or equivalent (if session recording is enabled).
- For Outlook Integration: Microsoft® Outlook® 2000 or later

Terminology

Throughout this guide we will use various terms. Some definitions are listed here in alphabetical order:

- **Account administrator -** A user who has the authority to create, maintain and monitor one or more Meeting Presenters. An Account Administrator and a Meeting Presenter can be the same person.

- **Account password** – An account password is what presenters use to log in to the eBLVD Meeting Center. From there, a presenter can start an ad-hoc meeting, schedule future meetings, or view data such as usage history, participant history, survey or meeting registration results.

- **Attendee -** A person who views the Presenter's meeting. See Meeting Participant.

- **Co-branding** - An eBLVD account can be co-branded to display the Presenter's company or personal logo and colors. When this has been set up, your participants will see your logo and colors, instead of the eBLVD brand when they access eBLVD.

- **Conference call service** - The presenter can choose to use our integrated conference call service to provide the audio portion of the meeting. Alternatively, the presenter can choose to use their own conferencing service, toll-free service, or VOIP.

- **Customer -** A person who views the Presenter's meeting. See Meeting Participant.

- **File Transfer** - File transfer is the movement of one or more files or folders from one computer to another. This feature is

enabled or disabled by the Presented on a Participant by Participant basis.

- **Host -** A person who conducts a presentation. See Presenter.

- **Management mode or presentation mode** - The state of the Meeting Manager. In Management mode, the Participant Panel, the Sharing and Recording Controls, and the text and voice chat panels are open and allow management of these functions during your meeting. In presentation mode, only the Sharing Controls are visible to the Presenter.

- **Meet Now (One-click) Meeting** - eBLVD Meet Now (one-click) meetings allow you to stat a meeting instantly from your desktop, Microsoft Office application, or your eBLVD service site. You can set up any of these methods, depending on your needs. A Meet Now meeting is a simple way to start and join meetings and send meeting invitations without logging in to your eBLVD service site or navigating Web pages.

- **Meeting ID** – A meeting ID is assigned by eBLVD and is used to help authenticate participants. Requiring and specifying a meeting ID provides enhanced privacy guarantees for the meeting by ensuring that only participants that know the meeting ID may join the meeting. If this enhanced privacy is non needed, presenters can mark the meeting "Public".

- **Meeting participant -** A person who attends a meeting and views the shared screen of a Meeting Presenter. A participant can also use the Text Chat Panel. A participant may also contribute meeting content, record the meeting, or control the keyboard and mouse if the host grants them the corresponding permission.

- **Meeting presenter -** A person who invites and presents to Participants via the Web. Presenters can grant or deny access

to the meeting, show their desktop, or pause showing their desktop at any time. Presenters may grant Participants the ability to share control of their mouse and keyboard, share files, or record live video.

- **Meeting Manager applet** - The eBLVD host application that makes setting a Participant's permissions while in a meeting possible.

- **Meeting Recorder** – Either the presenter or the participant can 'record' the meeting using this tool. This is useful if the presenter wants to prepare a 'canned' presentation that can be made accessible to participants 7/24/365.

- **Meeting registration** – A presenter can choose to use our integrated Event Registration system to accept 'registrants' for either a live or a pre-recorded meeting(s). The Presenter defines the logo, colors and required fields for the registration page. Upon submittal, registrants receive a "Thank You" confirmation followed shortly thereafter by an e-mail confirmation with instructions. The registration system is accessible to participants 7/24/365.

- **Meeting Viewer** – The Viewer is the window displayed on the participant's PC in which the presenter's desktop or shared application appears. Depending on platform, the Viewer Window may have its own toolbar.

- **Online Meetings Center** - A customized, co-branded web site on eBLVD that is used by presenters to manage their accounts and host meetings and by participants to join meetings.

- **Permissions** - What the Meeting Participant is allowed to do on the Presenter's PC. The Presenter can always prohibit a Meeting Participant's action.

- **Portal Page** (for public meetings) - A web portal presents information from all of your meetings marked 'public' in a unified way. The portal page provides a way to provide a customized and unified look and feel with access control to your meetings.

- **Preferences Page** - The place within eBLVD Online Meetings from where Administrators can customize the function of their Online Meetings system. From here they can define other Meeting Presenters; setup or configure co-branding; and make Meeting Preference changes.

- **Presenter's desktop image** – The presenter's desktop image is the picture of the presenter's PC desktop that appears to participants in the Viewer Window.

- **Recurring meetings** - You can schedule multiple occurrences for a meeting, using a variety of recurrence patterns.

- **Remote control**- If allowed by the Presenter, a selected Meeting Participant take over control of the Presenter's PC.

- **Remote viewing -** The Meeting Participant viewing the screen of the Presenter's PC. The Meeting Participant can only view the screen, and cannot control the mouse and keyboard unless those permissions are granted to a given Participant.

- **Report** - An overview of one of many areas of performance over a specified time period.

- **Survey** - The ability to present post-conference questions to get answers from the audience to your most important questions. The survey is presented with your logos, colors and customized questions. Customized surveys allow you to strengthen your brand while collecting valuable information from your participants.

- **System tray icon** - The eBLVD system tray icon is used to access features of eBLVD and to provide status of the eBLVD service.

- **VOIP** - An acronym for Voice-over-Internet protocol - a protocol optimized for the transmission of voice over the Internet. This is the technology we use to transmit voice conversations between you and your participant's using IP. To provide the audio portion of the meeting, you have the option to use this method instead of using the telephone.

- **Waiting room** - this is the 'virtual room' where participants 'arrive' prior to the start of your meeting. From here, the participants are either invited in -- or denied access to your meeting.

About eBLVD

Company Information

Founded in 2001 and located in Southern California, eBLVD ([ih-bool-uh-vahrd]) is a pioneer of cloud-based communication software and professional remote access tools.

Contact Information

Phone:

+1 760-727-7277

+1 877-GET-eBLVD (877-438-3258)

Fax:

+1 760-454-0487

Email:

care@eBLVD.com

Our Address:

ENC Technology Corp

2244 Faraday Ave #120

Carlsbad, CA 92008